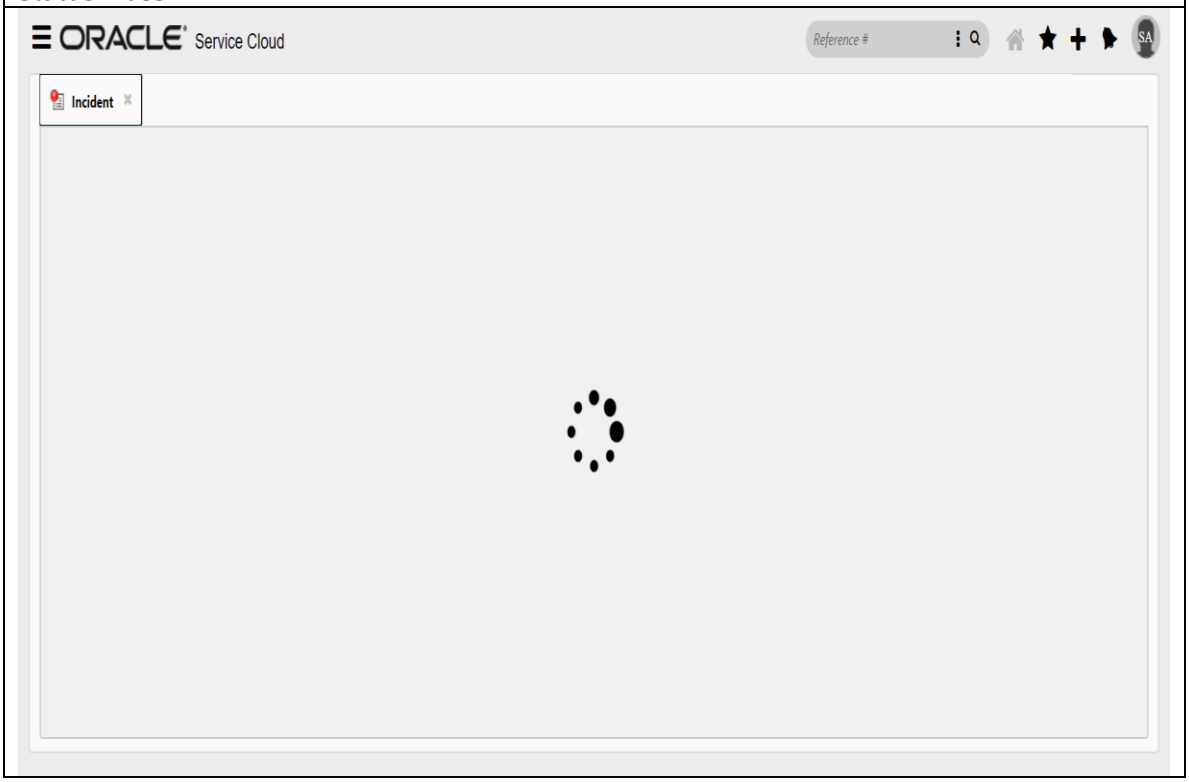
IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1
Requirement Name: CX
Execution Start Time:2020-08-10 21-11-07

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
61	61	0	Pass	NA

Step No:1
Step Description: Click On Add Icon on right corner
Expected Result: Click On Add Icon on right corner
Actual Result: The Element: ClickonAddIcon is clicked
Status: Pass

Step No:2
Step Description: Click on span2
Expected Result: span2 should be clicked
Actual Result: The Element: ClickonIncident is clicked
Status: Pass


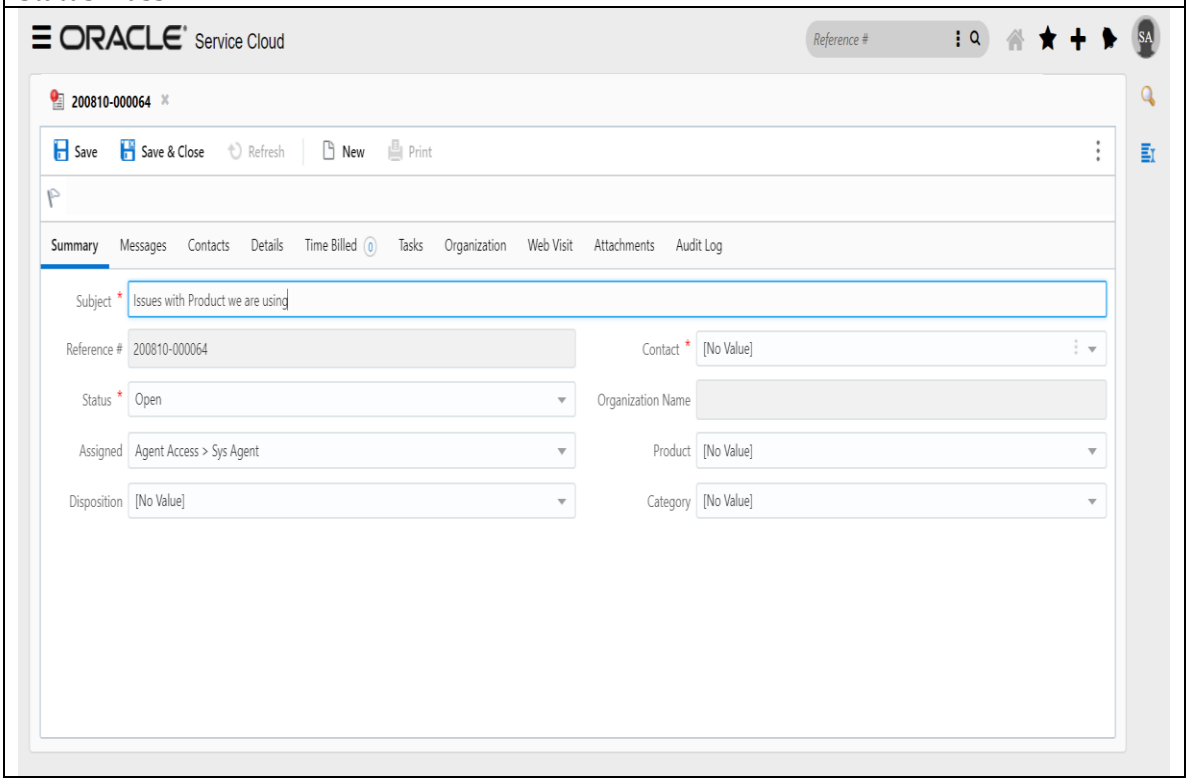
Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: EnterSubject is set with text: Issues with Product we are using

Status: Pass



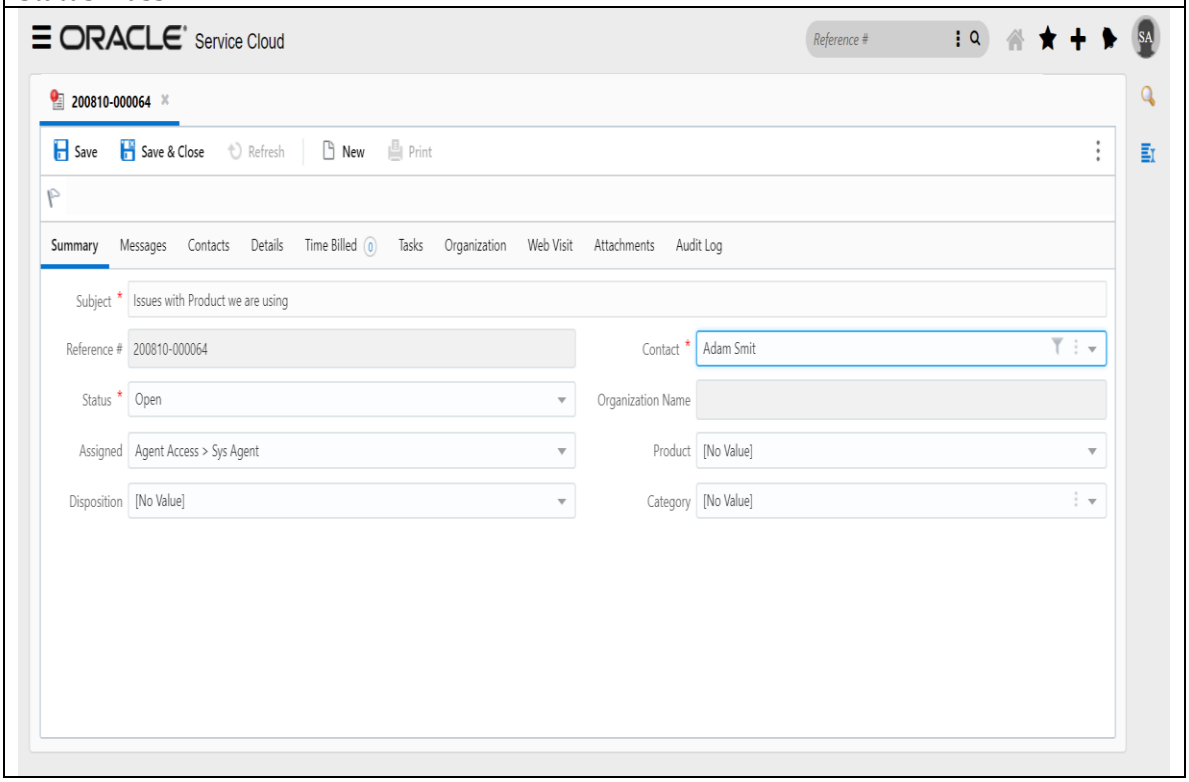
Step No:4

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass



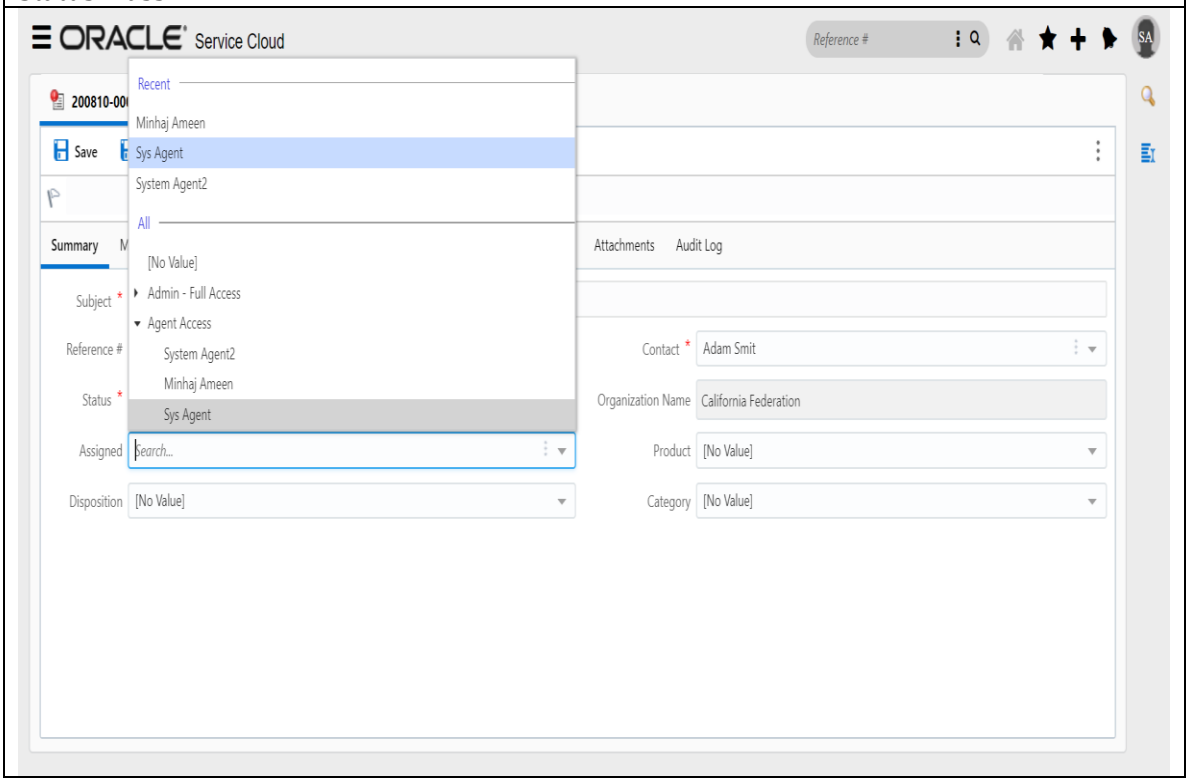
Step No:5

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown shoud be listed

Actual Result: The Element: Assigned is clicked

Status: Pass



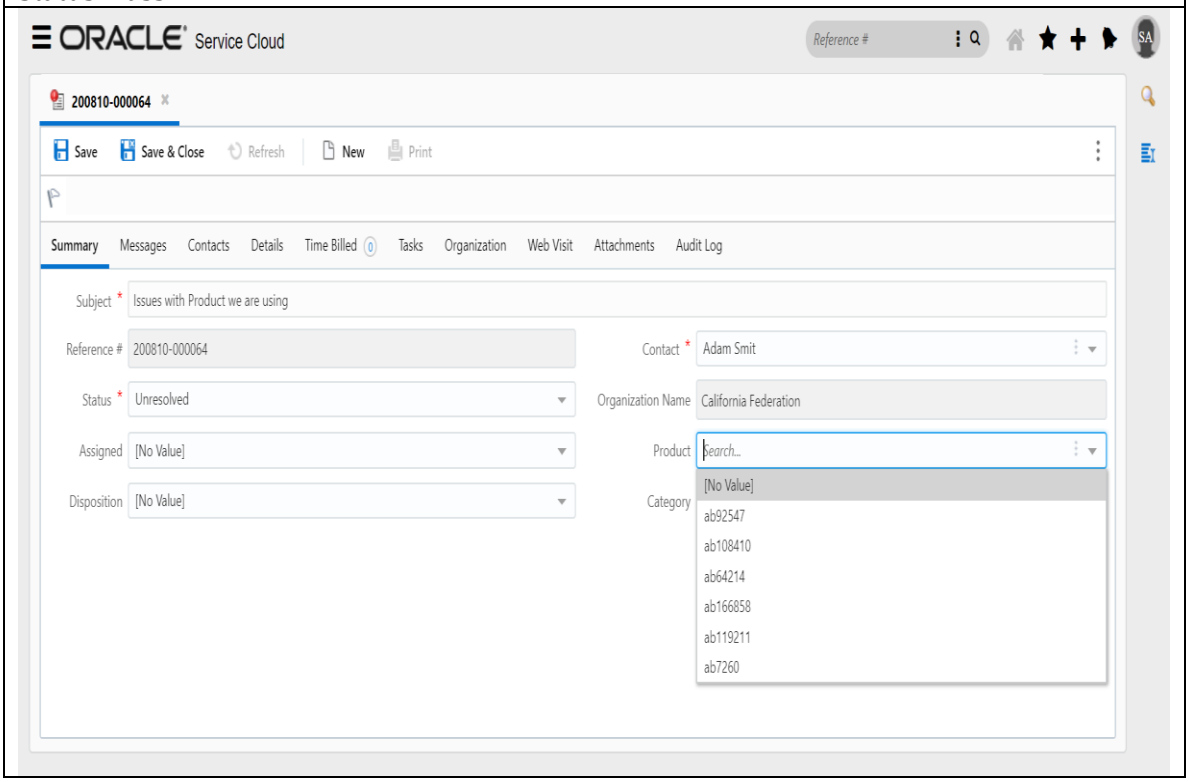
Step No:6

Step Description: Click on ProductList

Expected Result: ProductList should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass



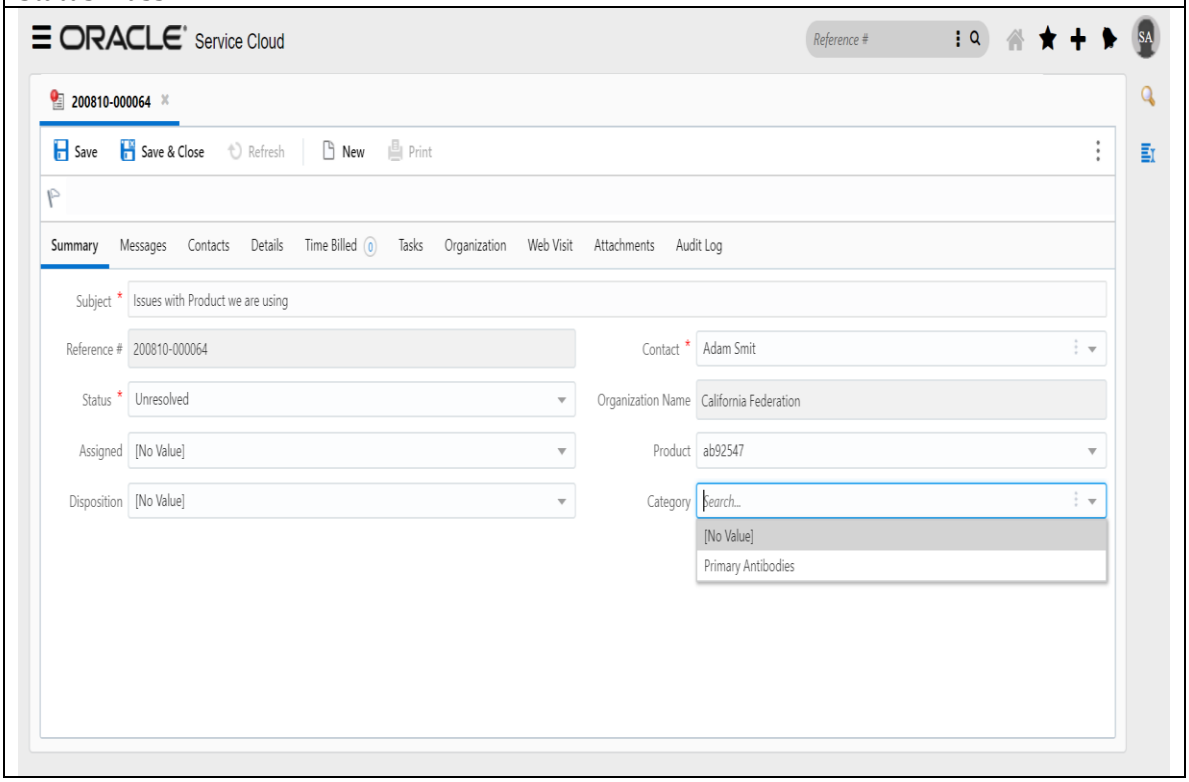
Step No:7

Step Description: Click on Category

Expected Result: Category should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass



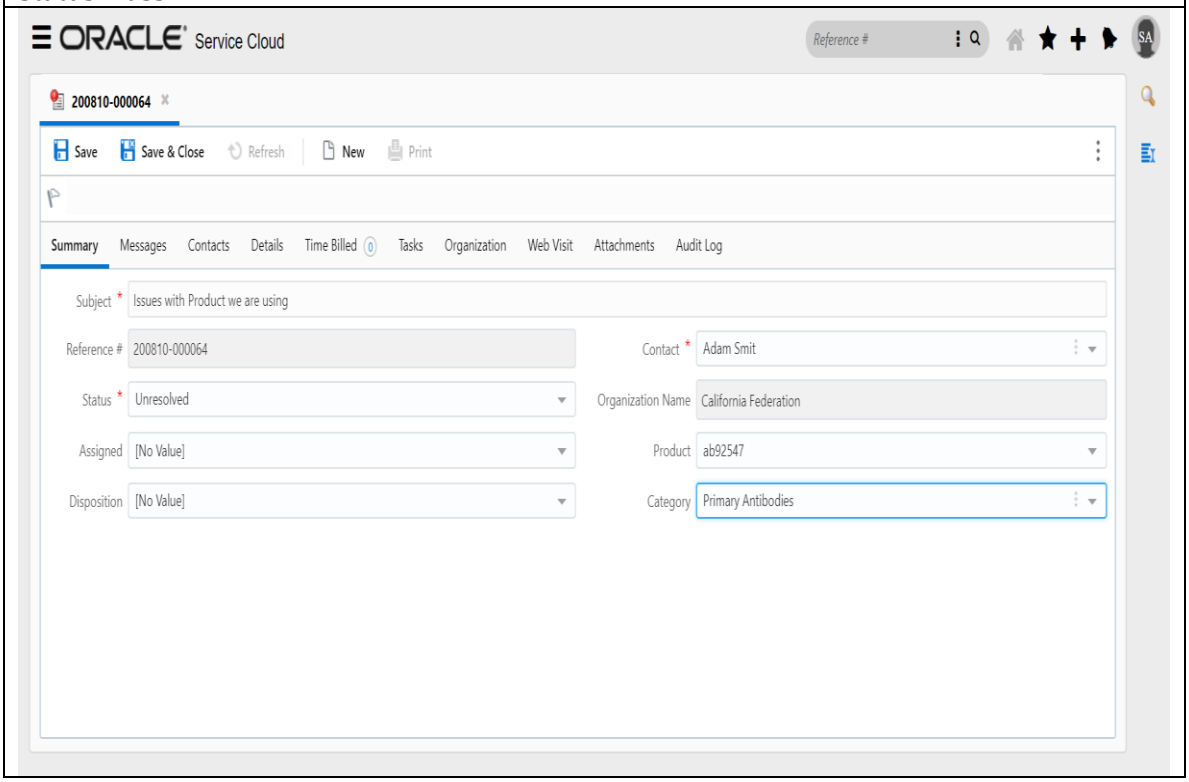
Step No:8

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: Wait for duration 5000secs

Status: Pass



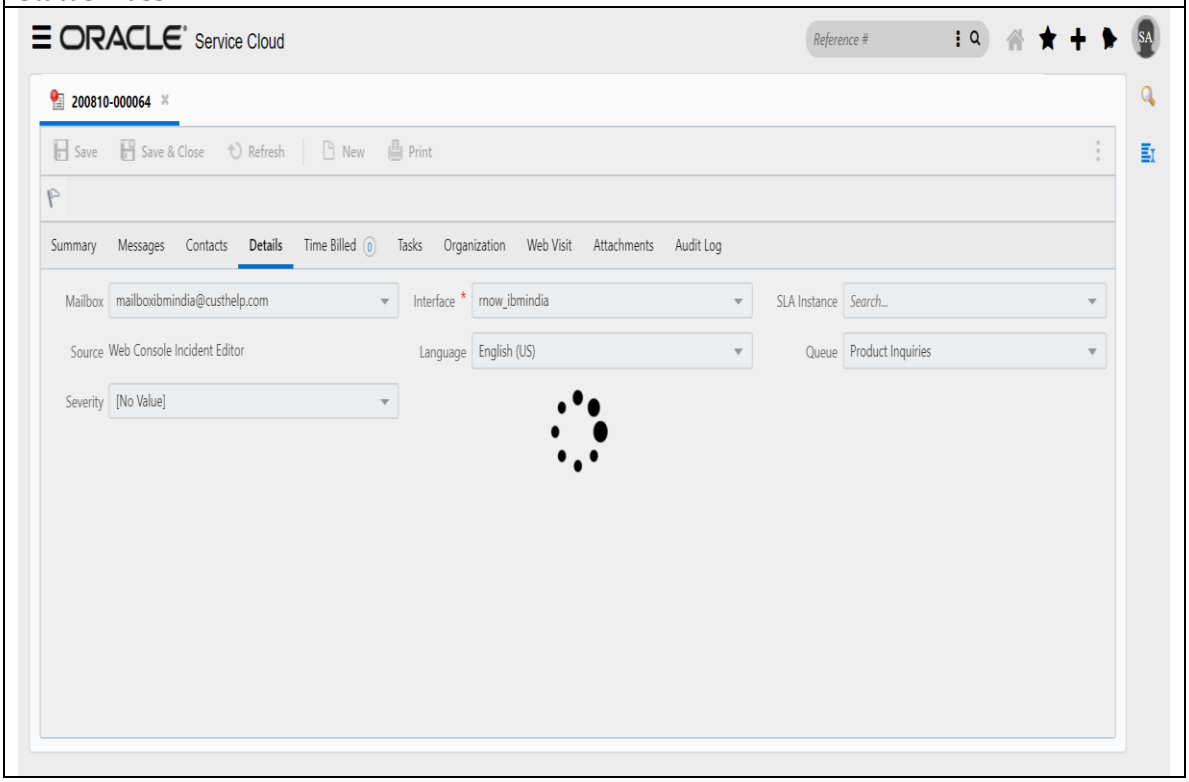
Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass



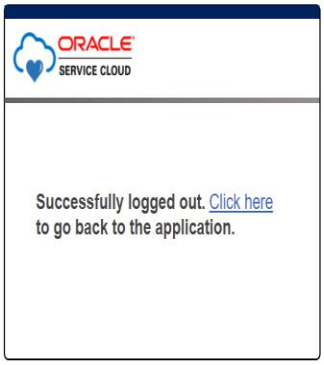
Step No:10

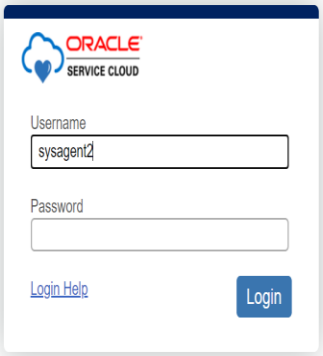
Step Description: Click on userMenuIcon

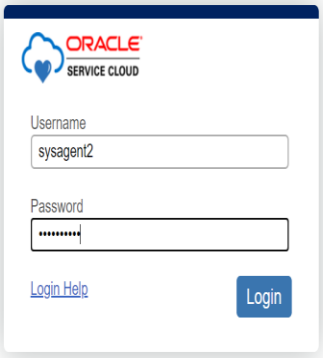
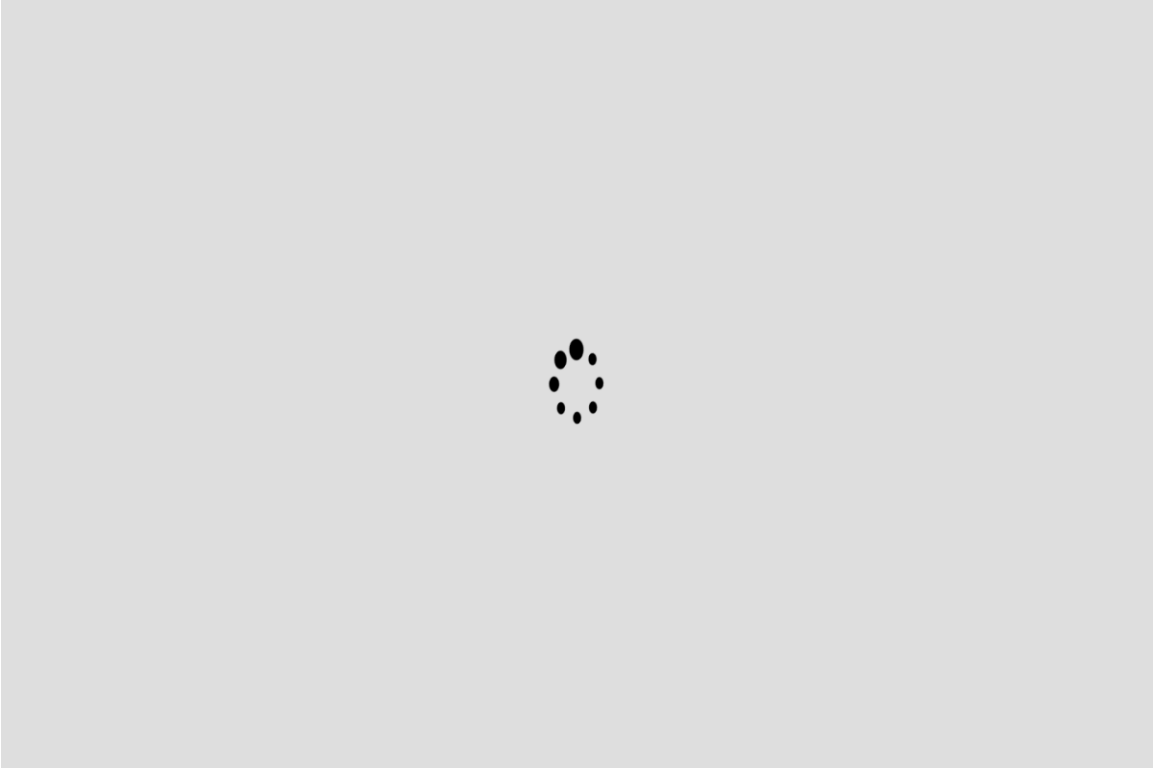
Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass

Step No:11
Step Description: Click Sign Out
Expected Result: Clicked Sign Out
Actual Result: The Element: SignOut is clicked
Status: Pass


Step No:12
Step Description: Enter sysagent in USERNAME
Expected Result: sysagent should be entered in USERNAME
Actual Result: The Element: USERNAME1 is set with text: sysagent2
Status: Pass


Step No:13
Step Description: Enter *** in PASSWORD
Expected Result: *** should be entered in PASSWORD
Actual Result: The Element: PASSWORD1 is set with text: Agent12345
Status: Pass


Step No:14
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass